Update Details Guide

Optus Procurement System

November 2025

Contents

1 **About This Guide**

2 **Accessing AcuBuy**

- Set up your Password *(For suppliers onboarded before NOV 2025)*
- Log in to AcuBuy

3 **Managing Your Account**

- Update Company Contacts
- Update Company Information
- Update Bank Information
- Submission

4 **Support Options**

OPTUS

About This Guide

As of November 2025, Optus will be updating the internal procurement system to the AcuBuy platform (Ivalua) to better support efficient and accurate purchasing processes.

This pack contains essential information on how to update your information for your AcuBuy account. Keeping your account details up to date helps keep processes running seamlessly.

★ For Suppliers who onboarded with Optus *after* Nov 2025:

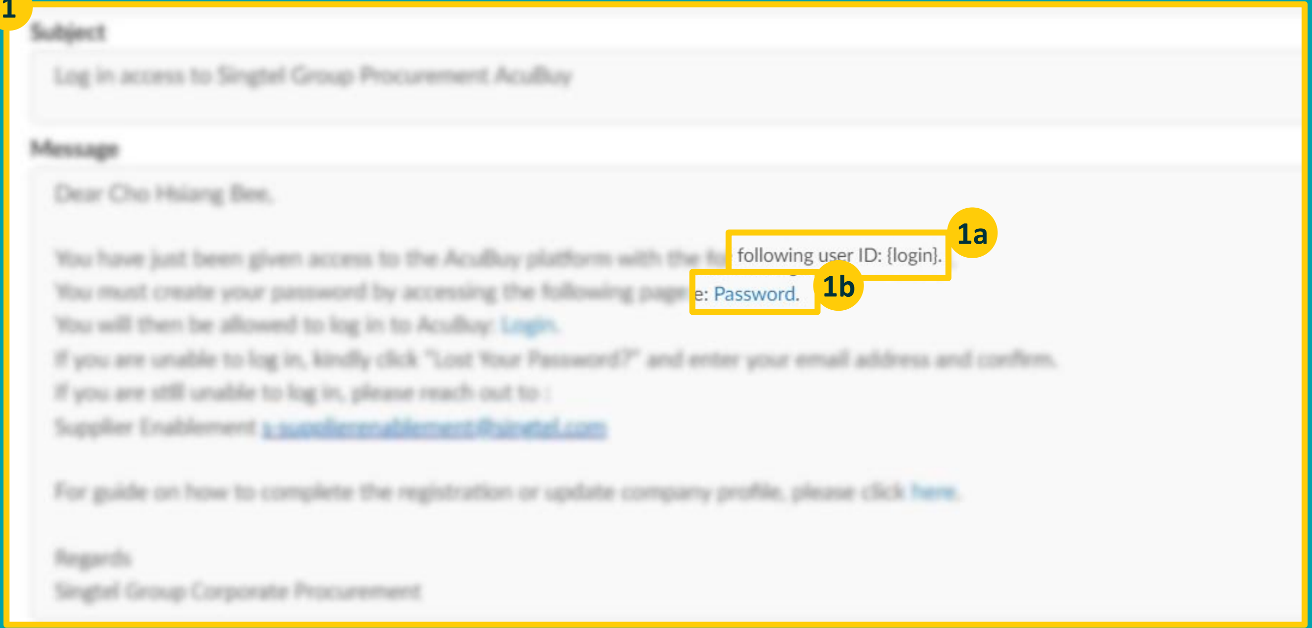
- Refer to the *Onboarding Guide* to onboard with Optus
- This guide will help you to manage your account and update your information as required

★ For Suppliers who onboarded with Optus *before* Nov 2025:

- This guide explains how to access AcuBuy for the first time – creating a password and logging into AcuBuy
- This guide will help you to manage your account and update your information moving forward – your account profile may not be complete, please check and update your details as required

Set up your Password *(For suppliers registered before NOV 2025)*

1



Suppliers registered before November 2025 will need to create a password for AcuBuy when logging in for the first time; please follow the instructions here to complete the process. For suppliers registered from November 2025 onwards, please use your existing credentials to log into the AcuBuy Platform.

How to: SET PASSWORD LOGIN

(For suppliers registered before NOV 2025)

1 You will have received an email from acubuy@optus.com.au (**action required**)

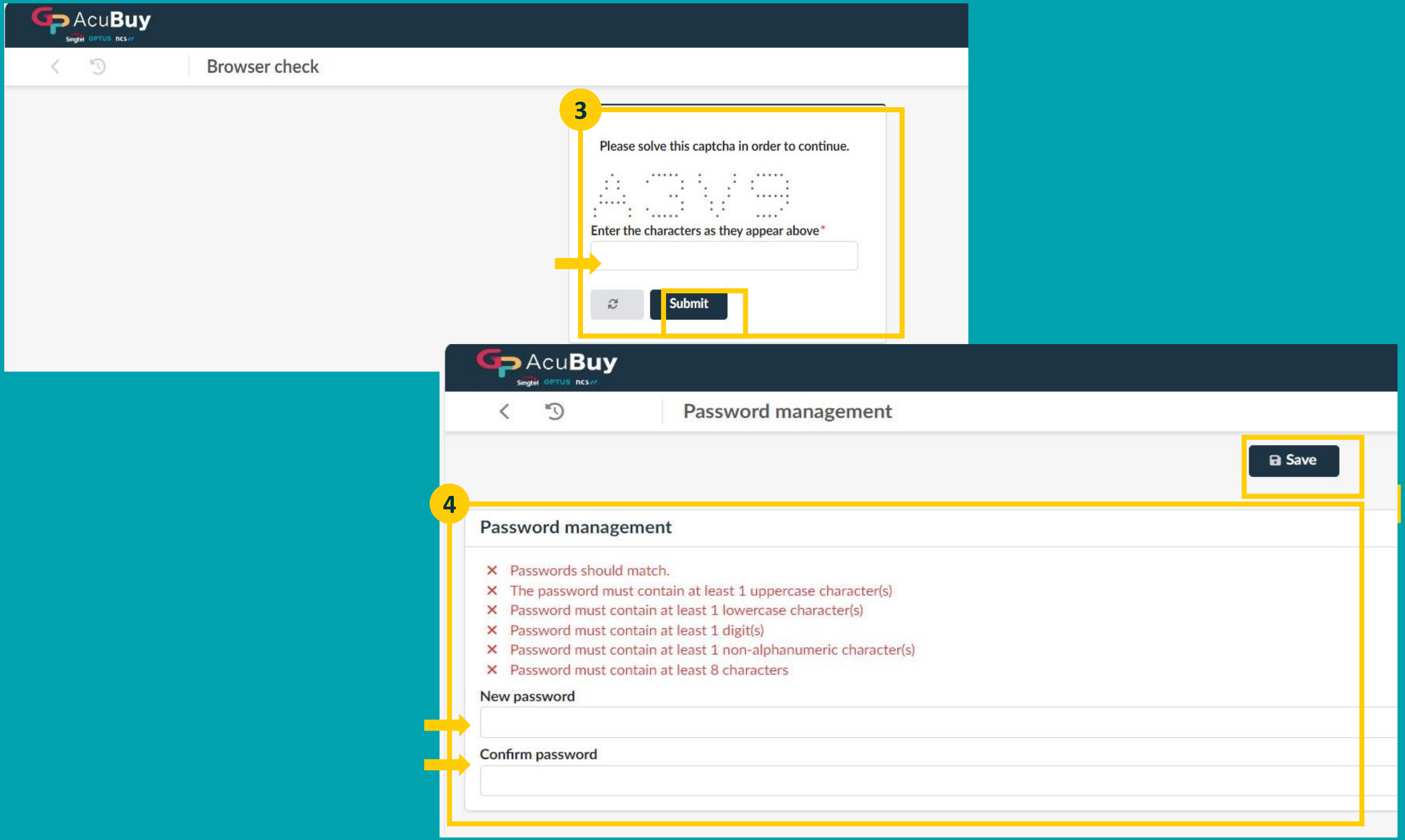
1a Your unique user ID i.e. your login Username will be displayed here

1b To setup your password, click **"Password"**

Note: AcuBuy system generated emails will be sent from no-reply@acubuy.singtel.com

Continue onto the next page

Set up your Password *(For suppliers registered before NOV 2025)*



How to: SET PASSWORD LOGIN

(For suppliers registered before NOV 2025)

Once directed to the AcuBuy platform:

3 Key in the captcha and click the **Submit** button

4 Password – Create a secure password for your account following the character requirements. This will be your AcuBuy Login Password.

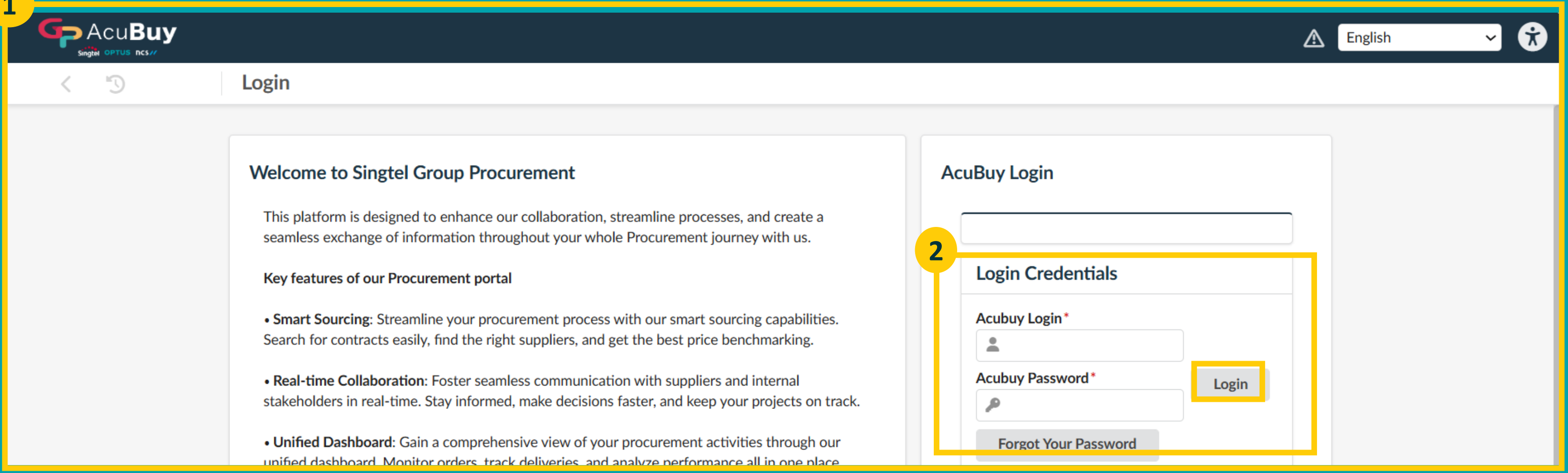
Click the **Save** button

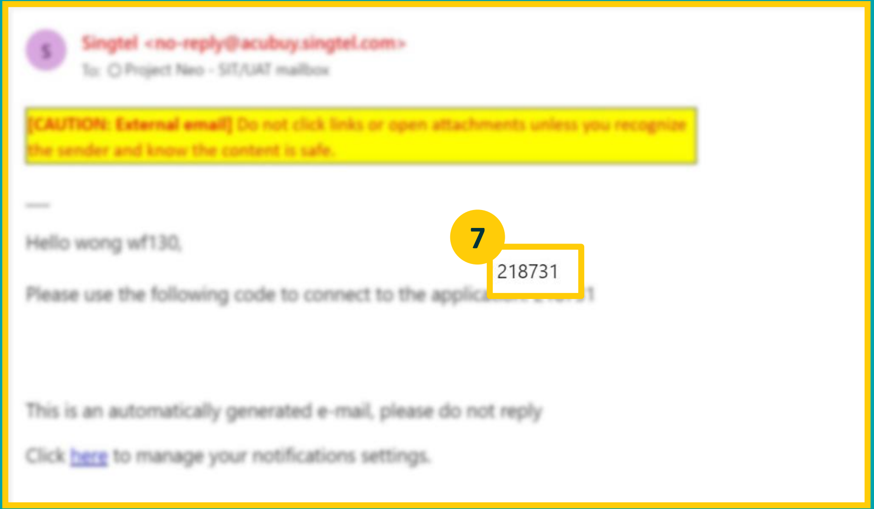
Once you have created your password, login to the AcuBuy platform following the below:

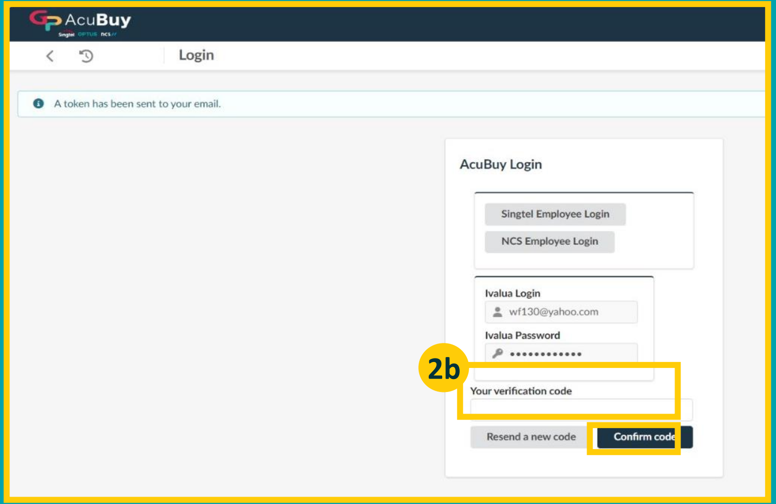
https://singtel-supplier.ivalua.app/page.aspx/en/usr/login/

Continue onto the next page

Log in to AcuBuy







How to: LOGIN TO ACUBUY

Maintaining a complete and current profile is best practice, ensuring transactions with Optus are efficient and accurate. Please follow this guide as necessary

1. Open an internet browser and go to the AcuBuy login page at https://singtel-supplier.ivalua.app/page.aspx/en/usr/login/

2. Enter your AcuBuy Login and Password , then click **"Login"**

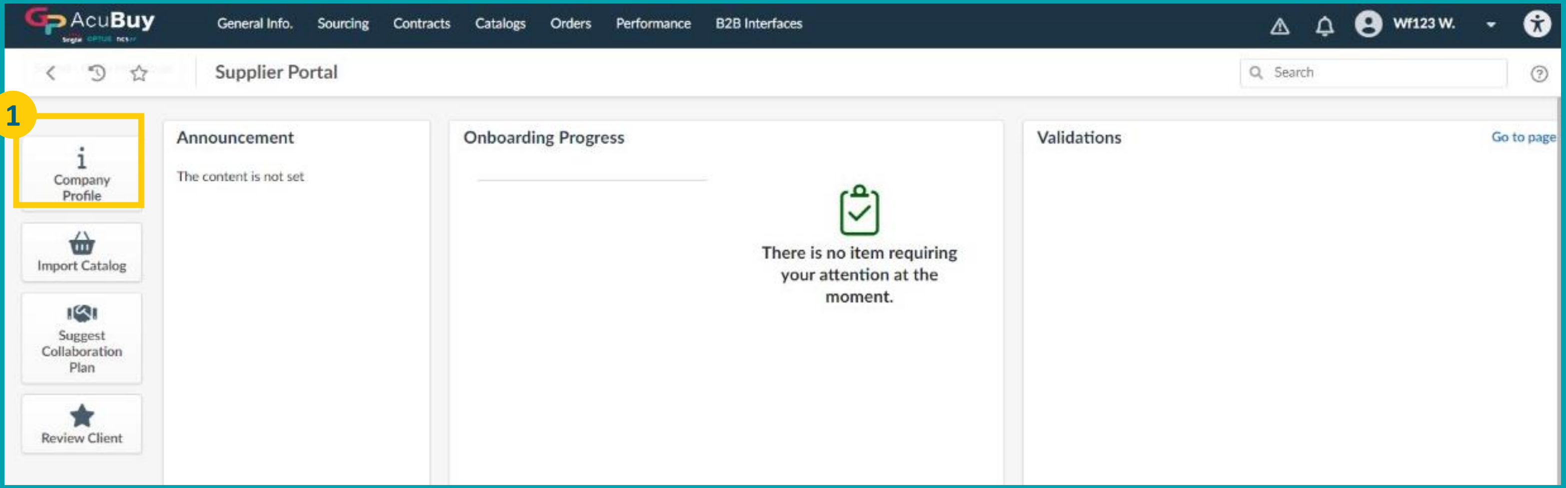
You may be prompted to:

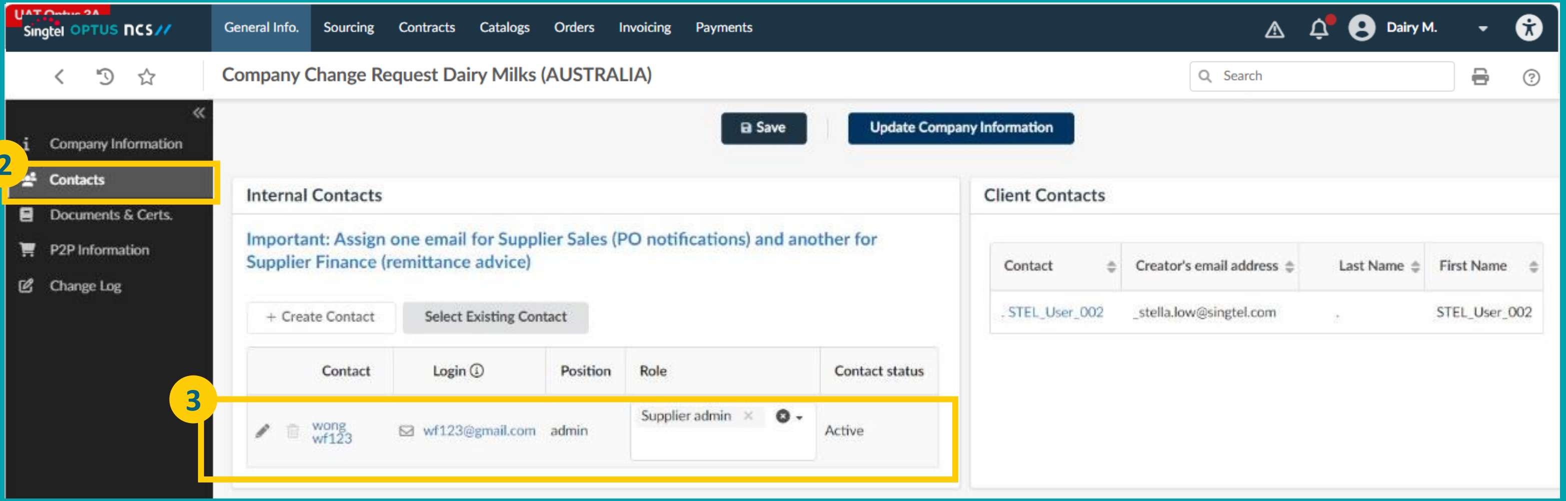
- 2a Open your company email and copy the 2-factor authentication (2FA) code
- 2b Paste it into the **"Verification code"** box in the AcuBuy platform, click **"confirm"**

Continue onto the next page

Managing Your Account

1. Update Company Contacts
2. Update Company Information
3. Update Bank Information
4. Submission





How to: UPDATE COMPANY CONTACTS

1. In the homepage, click on the "Company Profile" tab

Contacts

2. On the left side bar, click on the "Contacts" tab to view & setup additional users

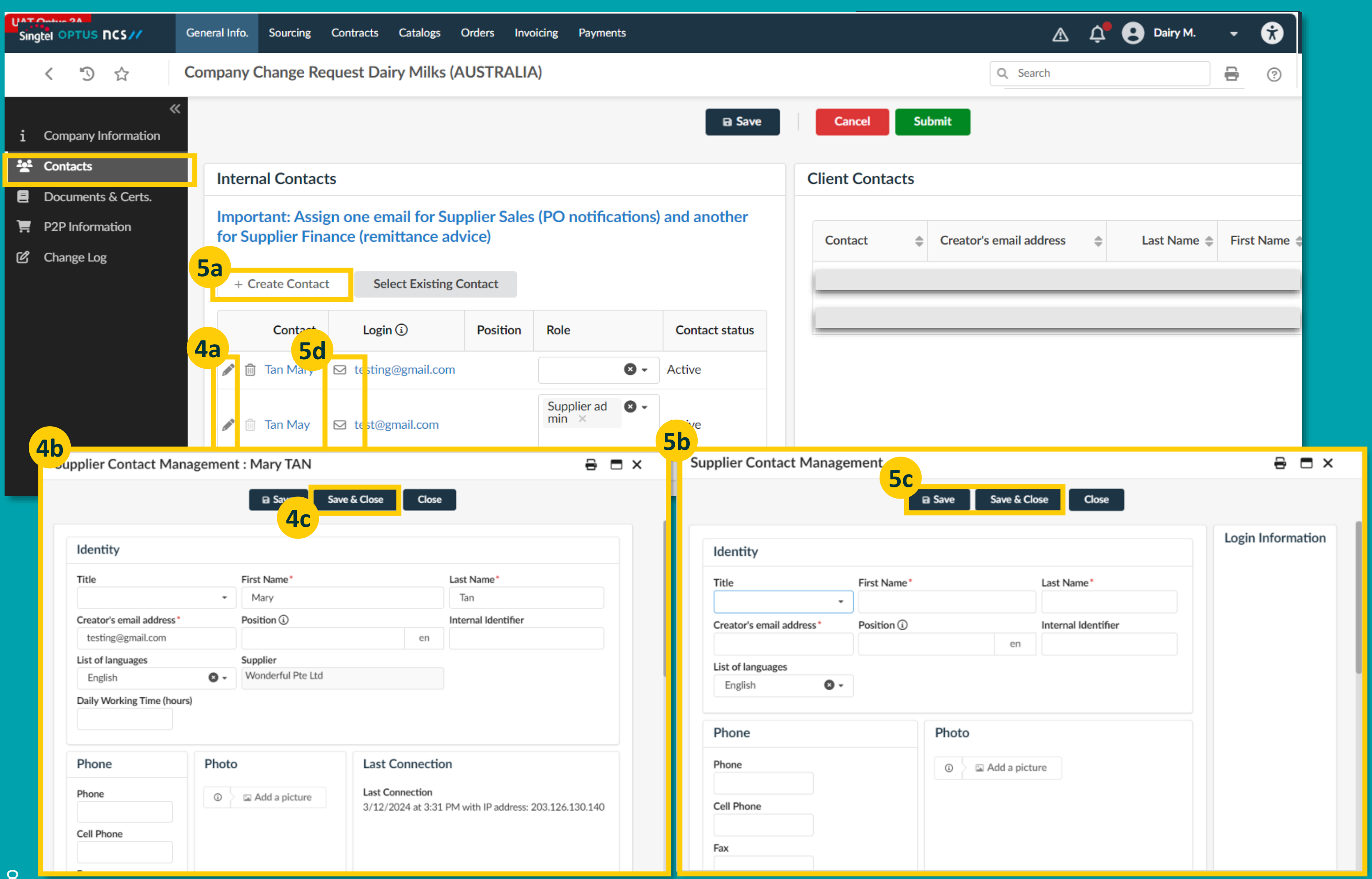
3. Review the registered Admin contact details assigned as the default Supplier Admin Role

Important: It is the supplier's responsibility to ensure that the supplier contact information is up to date.

Continue onto the next page

Managing Your Account

1. Update Company Contacts | 2. Update Company Information | 3. Update Bank Information | 4. Submission



How to: UPDATE COMPANY CONTACTS

To update an existing contact:

- **4a** Select the **pencil icon** next to the contact
- **4b** **Update the necessary fields** in the new contact management window
- **4c** Click 'Save & Close'

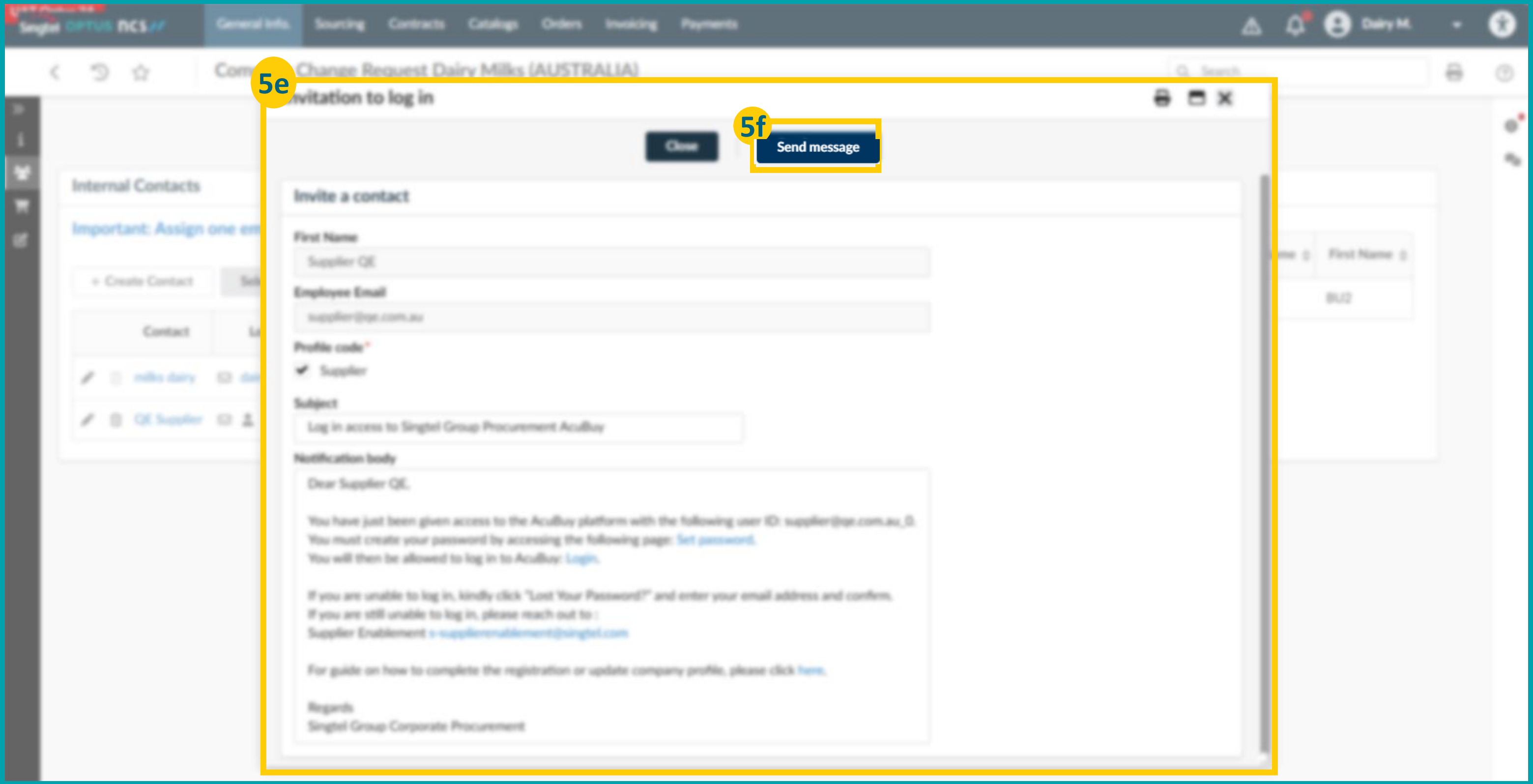
To create new contact:

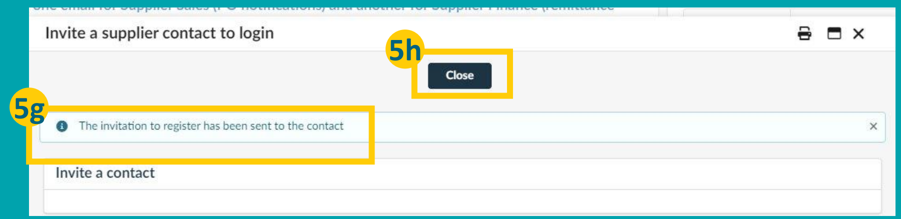
- **5a** Click '+ "Create Contact"
- **5b** Fill in all the mandatory fields marked with a * in the new contact management window.
- **5c** Click "Save"or "Save & Close"
- **5d** **Important:** Per new user, click on the email to preview the invitation email for login setup to the new user

Continue onto the next page

Managing Your Account

1. Update Company Contacts | 2. Update Company Information | 3. Update Bank Information | 4. Submission





How to: UPDATE COMPANY CONTACTS

5e This is the default email body, required to be sent to new supplier users to allow them to set up their login

5f To send the email, press the **Send Message** button to trigger the email

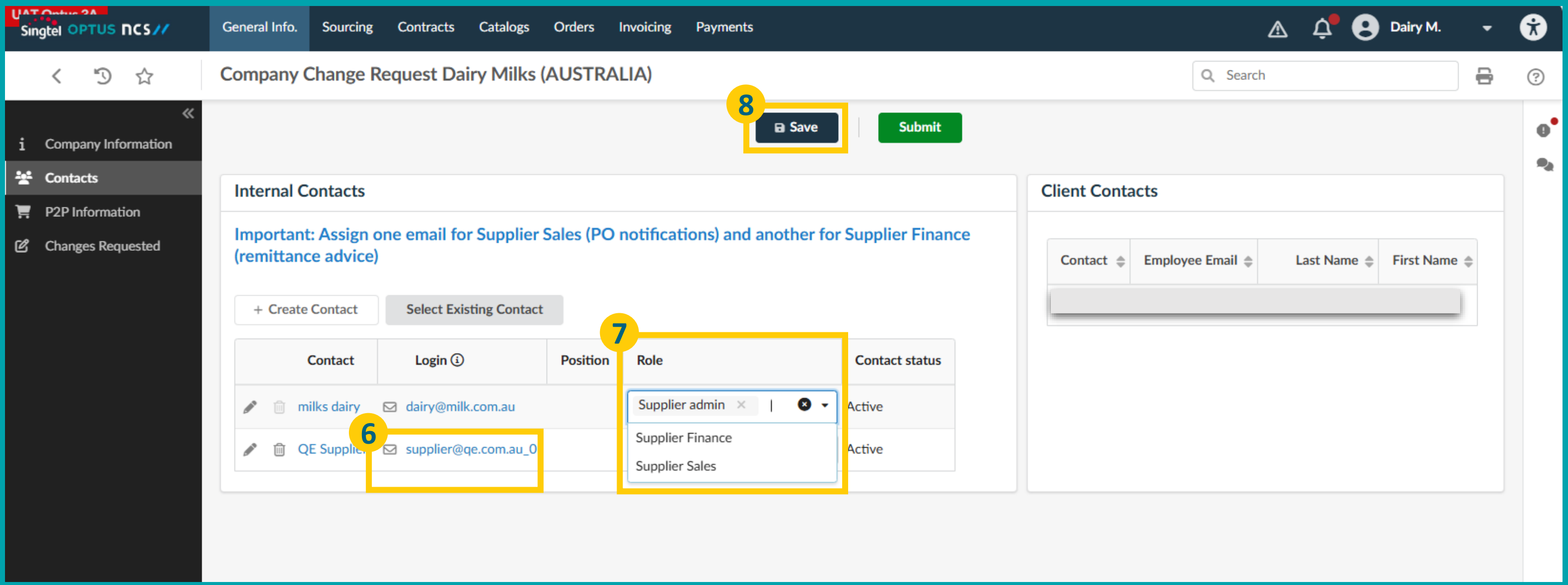
5g Look out for the information banner to indicate that the invitation email was successfully sent.

5h Click the **Close** button once complete to return to the Contacts page

Continue onto the next page

Managing Your Account

1. Update Company Contacts | 2. Update Company Information | 3. Update Bank Information | 4. Submission



How to: UPDATE COMPANY CONTACTS

6 After the email has been sent, the login email for the user will be displayed

To assign company contact "role":

7 **Ensure the correct role** for your contacts:

- Please ensure that the roles **'Supplier Sales'** and **'Supplier Finance'** and **'Supplier admin'** are assigned to the contacts (Note a single contact can have multiple roles)

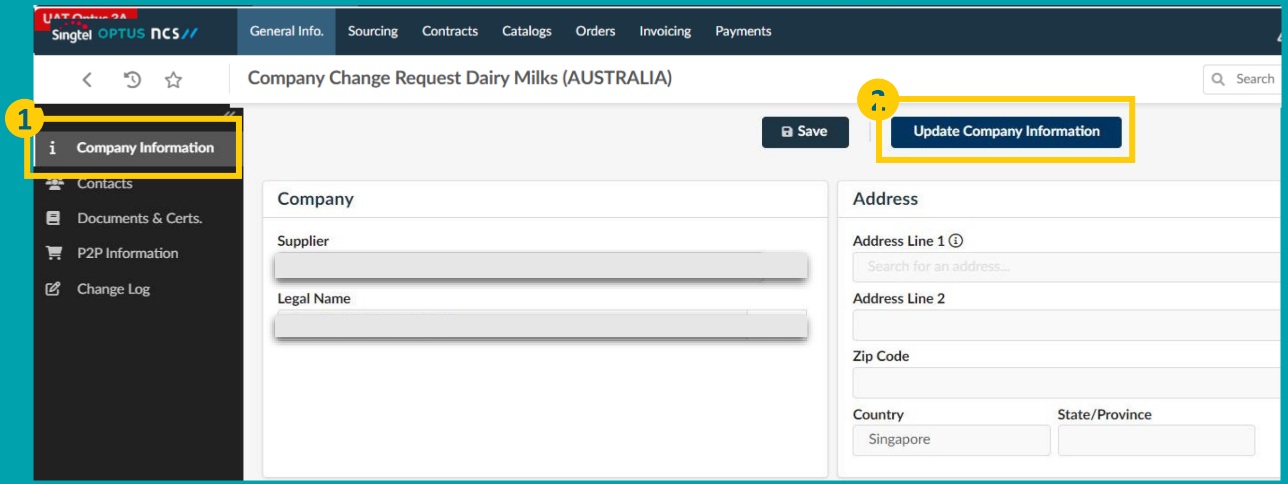
To assign a role, click on the drop down and select the correct role

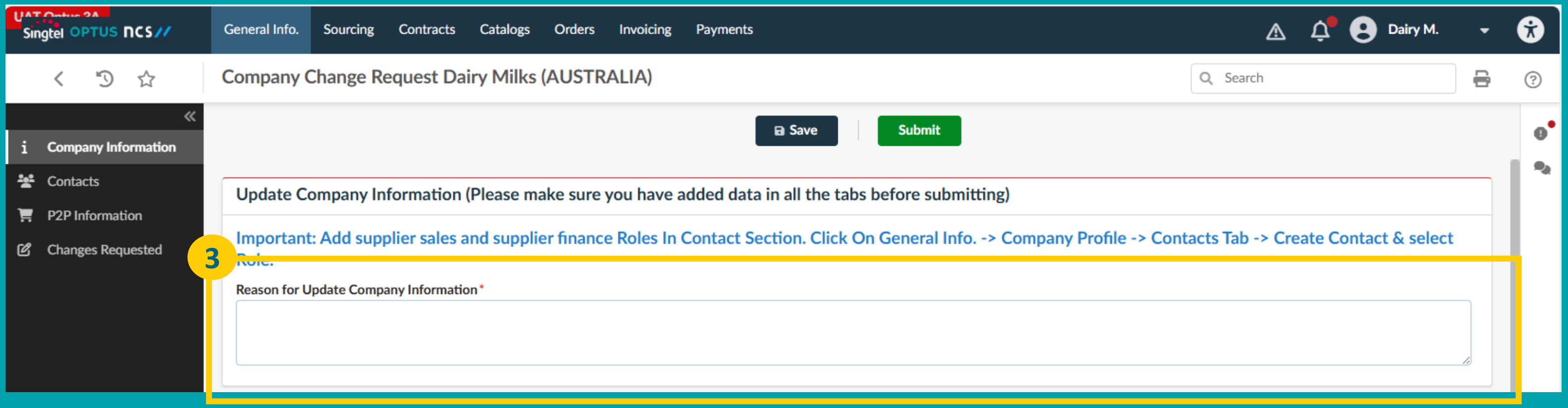
8 **Important:** Click save to capture the progress

Continue onto the next page

Managing Your Account

1. Update Company Contacts 2. Update Company Information 3. Update Bank Information 4. Submission





How to: UPDATE COMPANY INFORMATION

1. On the left side bar, click on the **Company Information**

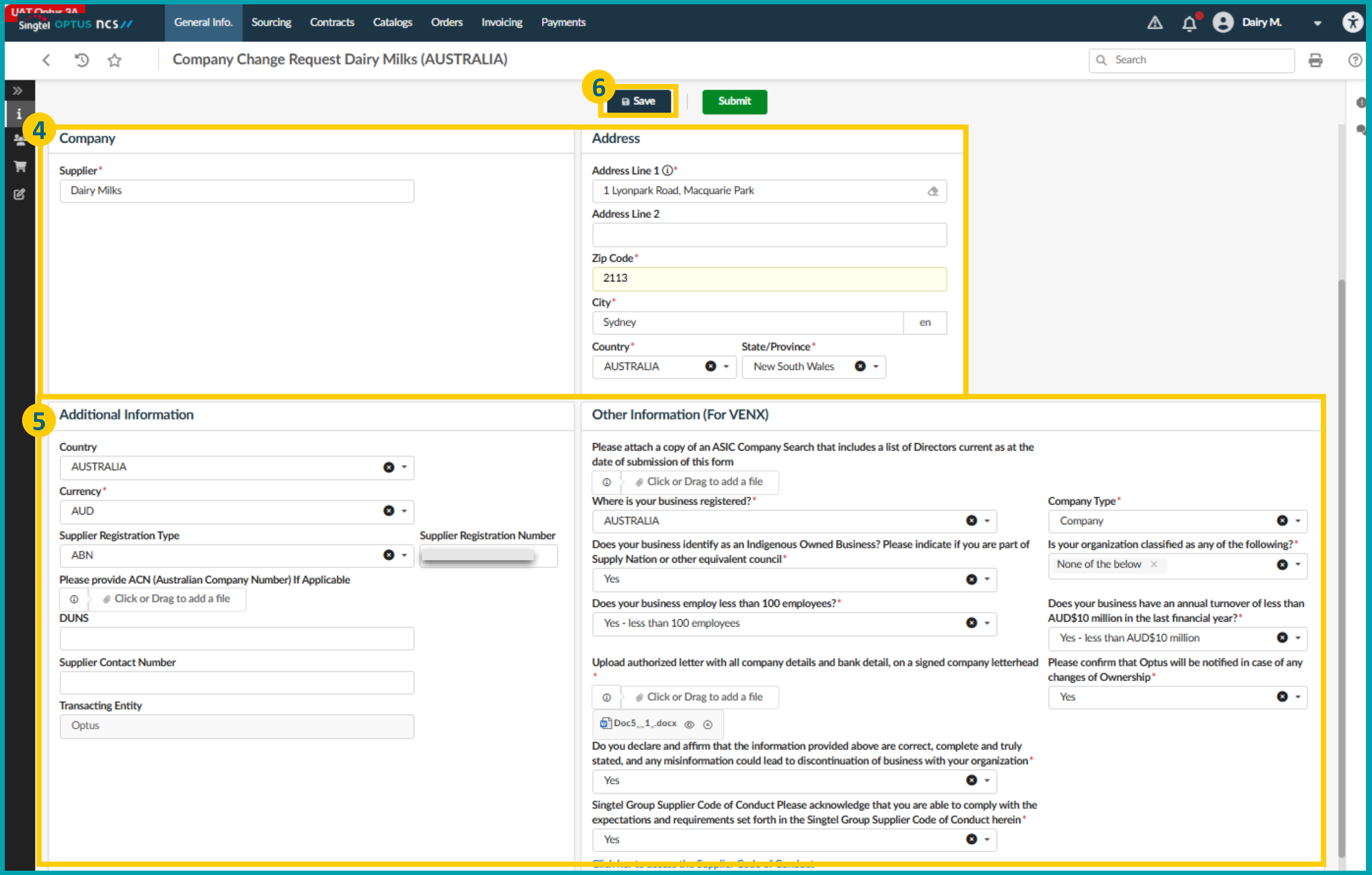
2. Click on the **Update Company Information** button to be able to update your details

3. Fill in the **Reason for Update Company Information** box such as with "Updating Supplier Name"

Continue onto the next page

Managing Your Account

1. Update Company Contacts
2. Update Company Information
3. Update Bank Information
4. Submission



How to: UPDATE COMPANY INFORMATION

Important: If there is a change in the ABN or Supplier Registration Number, this will be treated as a new vendor creation. Kindly ask your Optus contact to submit a new supplier request in AcuBuy.

Company, Address, Additional Information

4 Add or amend your company name/address under the 'Company' and 'Address' sections

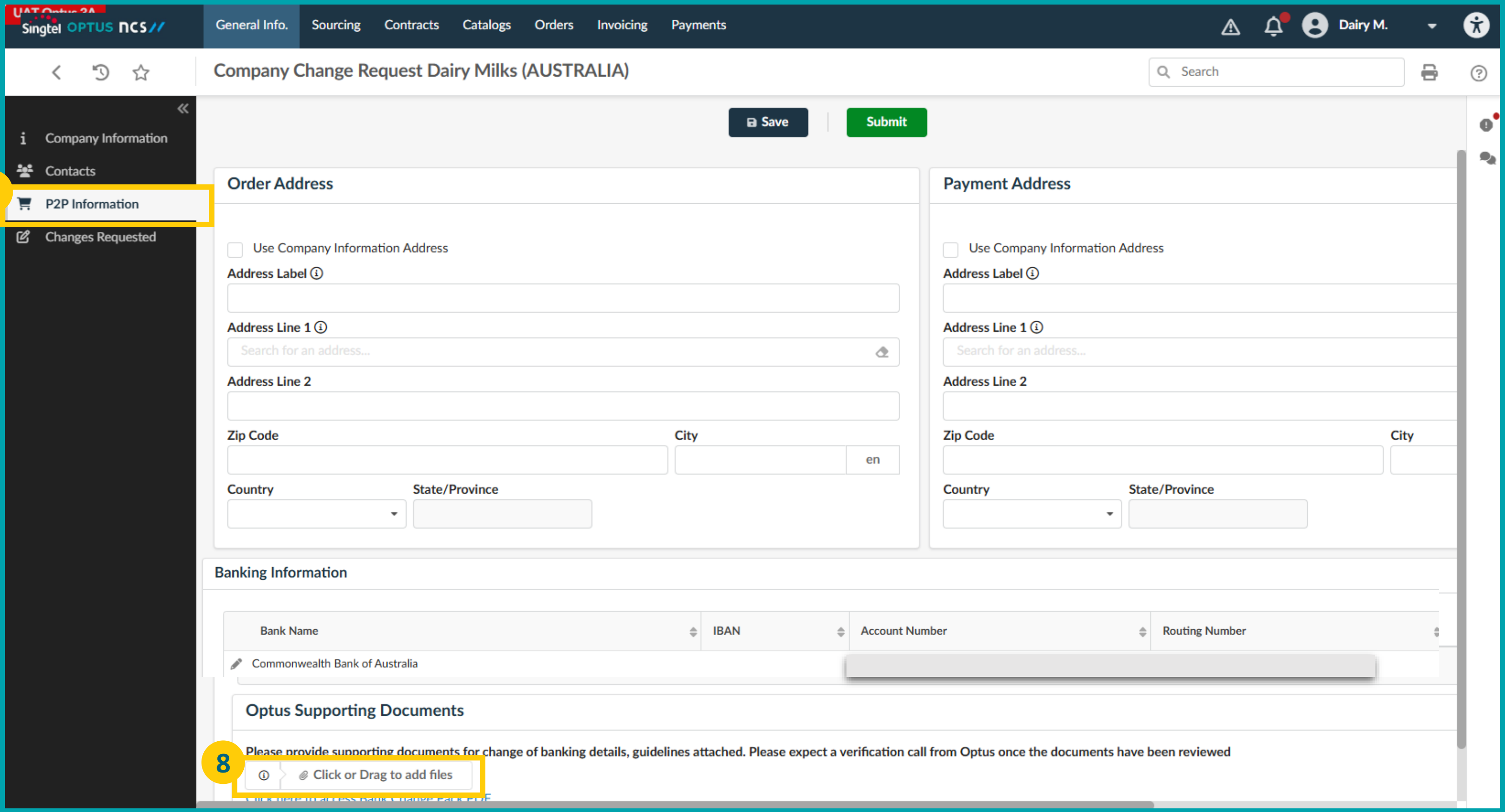
5 Add or amend the information under 'Additional Information' and 'Other Information (for VENX)' sections

6 **Important:** Click on "Save" to capture your progress

Continue onto the next page

Managing Your Account

1. Update Company Contacts | **2. Update Company Information** | 3. Update Bank Information | 4. Submission



How to: UPDATE COMPANY INFORMATION

Important: Supporting documents are required for company name changes to ensure the integrity and security of the action. Optus cannot process the request unless specific documents are provided.

7 Navigate to “P2P Information” tab

8 For a company name change, please attach the required documents here:

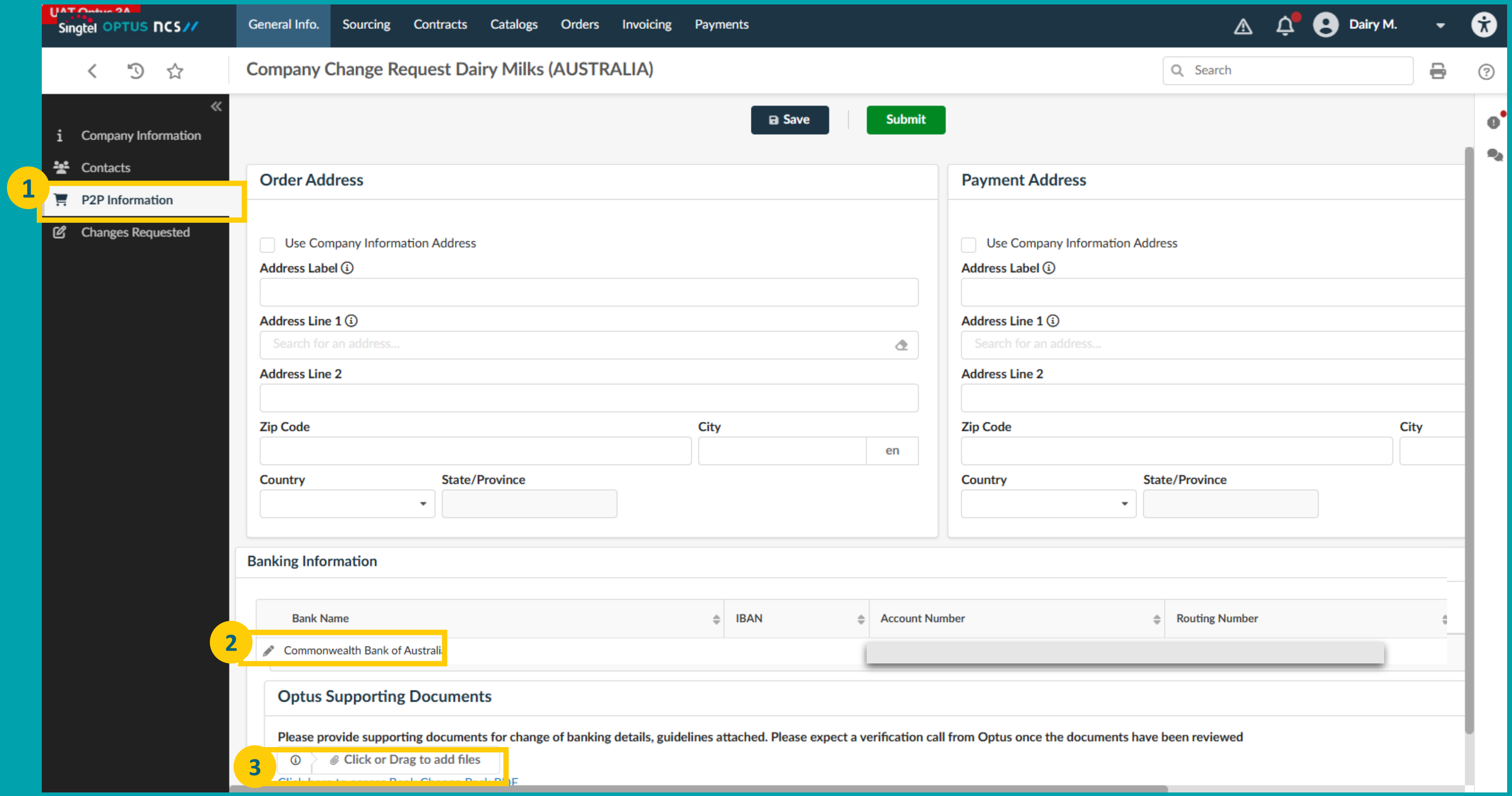
Required documents include:

- Domestic Vendor - please provide a name change certificate from ASIC, where the name should also match with the lookup. Please provide vendor number/ ABN / Registered name.
- International Vendor - please provide name change certificate from their state government. For US - The Articles of Amendment with the Department of State.

Continue onto the next page

Managing Your Account

1. Update Company Contacts
2. Update Company Information
3. Update Bank Information
4. Submission



How to: UPDATE BANK INFORMATION

To edit banking information:

1 Select the 'P2P Information' tab to manage your banking information.

2 Select the pencil icon to open the existing banking record

Add or amend the required fields and attachments as required, click on 'Save', close the banking record window once completed

Important: Supporting documents are required for any bank changes to ensure the integrity and security of the action. Optus cannot process the request unless specific documents are provided.

3 Please attach the required documents here:

Required documents include:

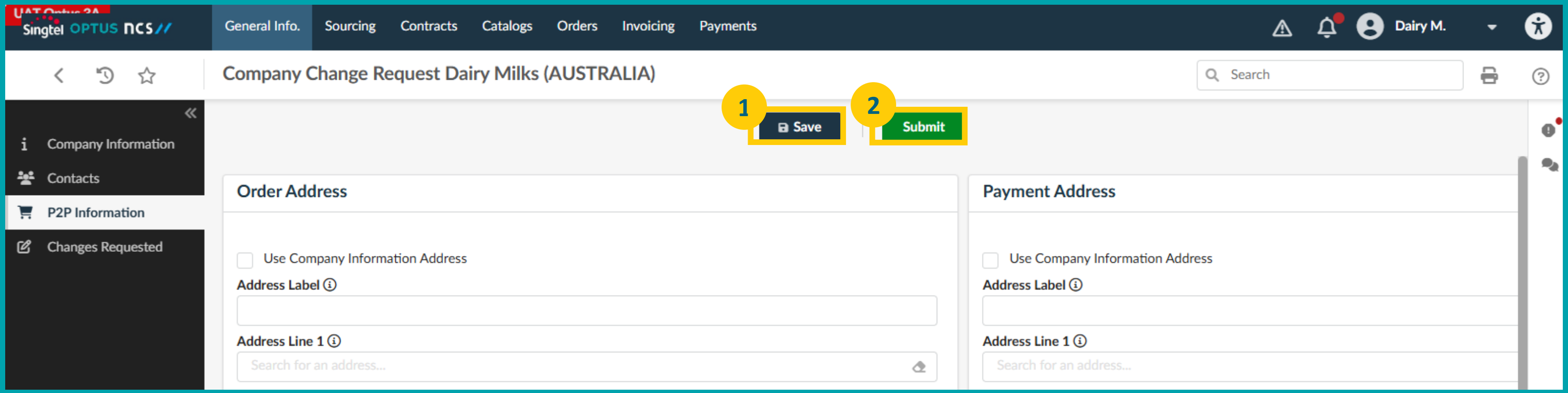
1. Banking document
2. Signed company letterhead

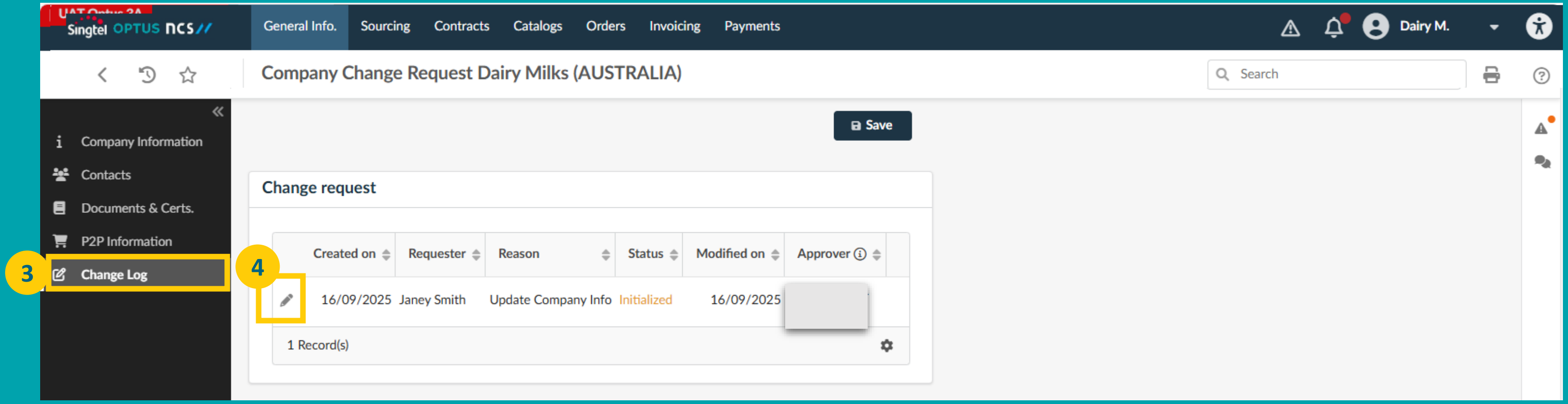
Please refer to the pack below for more details: Optus Bank Change Pack

Continue onto the next page

Managing Your Account

1. Update Company Contacts | 2. Update Company Information | 3. Update Bank Information | 4. Submission





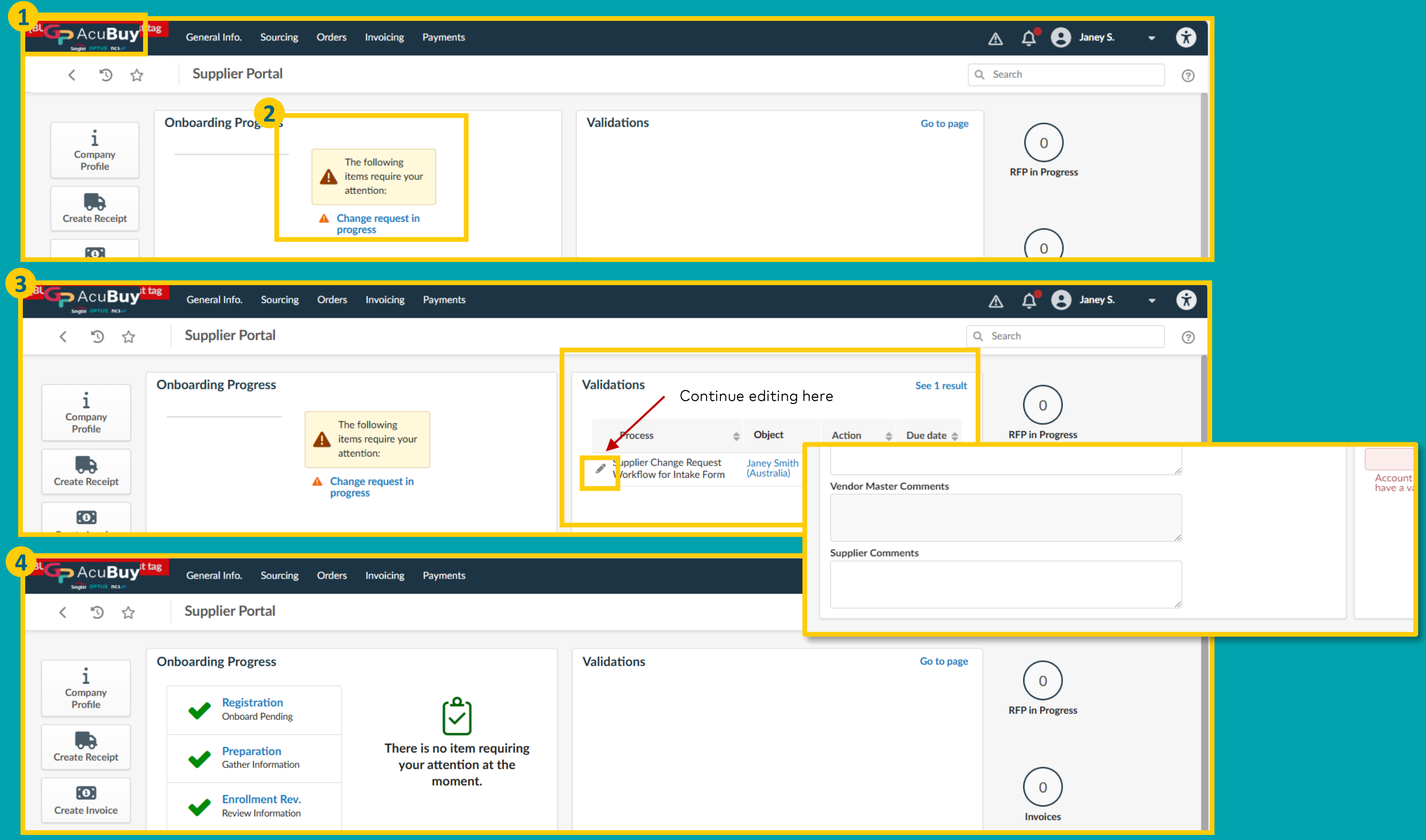
How to: SUBMIT CHANGES

1. Once the desired changes have been made, click "Save"
2. Click on "Submit" to progress this to the Optus team
3. Once submitted, click on the "Change Log" Tab to access the changes made
4. Click on the pencil icon to view the changes that were submitted

Note: At this stage, no further changes can be made until the Optus team has processed the request. If further changes are required, please make the changes once you receive email confirmation that the initialised change request has been completed.

Managing Your Account

1. Update Company Contacts | 2. Update Company Information | 3. Update Bank Information | 4. Submission



Confirmation of Successful Submission

1. Click on the top left logo to navigate to the homepage

2. If the submission was successful, there should be a "Change request in progress". There is no further action required at this stage. You will receive an email once the change request has been actioned by Optus.

3. If the Optus team requires more information, you will see an object in **"Validations"** indicating an outstanding task. Click the pencil icon to access the form. Click Submit once necessary changes are completed.

4. Once the submission has been finalised by the Optus team, your homepage will be updated.

What's Next?

Important: After a successful submission, the Optus team may need to request for additional details. You will be notified via email, and the action will be present in Validations. The Optus team will provide their feedback in the Banking Information Record in the Vendor Master comment box above the supplier text box.

Instructions end here.

Where to go for support?

The contact team would differ depending on the support areas required:

- The Optus Suppliers Portal is a great place to start for additional resources and guidance.
- If you are participating in an RFX event, please reach out to the event manager/coordinator through the event discussion tool.
- If you wish to contact an Optus representative, please send an email to suppliers@optus.com.au